

# Privacy Policy

## General Information

We take data protection and the related provisions of the GDPR seriously and would like to inform you how we fulfill the obligations of the General Data Protection Regulation.

## The data controller within the meaning of the GDPR is:

**andromeda Software GmbH**

Grillgasse 46, 1110 Vienna

Austria

Email: [office@andromeda.software](mailto:office@andromeda.software)

Phone: +43 1 3484004

## What data do we collect, store, and use, and for what purposes?

We generally collect only the data from our customers that we need to fulfill our service contracts. Specifically, these include contact and company data, company name, address, VAT number, and commercial register number. We also manage contact information of our contact persons, including email addresses and phone/mobile numbers. We use these contact details occasionally to inform about events or product news.

This data is processed based on Art. 6(1)(b) GDPR (contract performance) and Art. 6(1)(f) GDPR (legitimate interest). For direct email marketing, we obtain your consent in accordance with Art. 6(1)(a) GDPR.

andromeda does not share any customer data with third parties. Data is only disclosed if necessary for contract fulfillment or if required by law.

If you do not wish to receive event or product information, please notify us in writing by email at [office@andromeda.software](mailto:office@andromeda.software).

You have the right to object to the processing of your personal data for direct marketing purposes at any time (Art. 21 GDPR).

## Test Clients, Test Systems

To quickly process support requests and error reports, considering your company's specific use of our software products, we maintain local copies of selected customer systems, referred to as test clients.

These test clients are located exclusively at andromeda's data center (Vienna location) and are used solely for error analysis.

To ensure the protection of your client data, all personal data is anonymized and imported only to in-house servers that are not accessible to third parties. The systems are access-secured and protected by state-of-the-art firewall and malware protection systems. All employees are bound to confidentiality and data protection. Upon contract termination, the corresponding test clients are promptly deleted.

Test client data is stored for a maximum of 6 months, unless legal retention obligations apply.

## **Additional Data Protection and Security Measures**

Our data processing systems are subject to strict administrative requirements for password complexity and are protected by multiple firewalls. They are stored in locked rooms accessible only to two administrators who are committed to confidentiality and data protection.

We implement technical and organizational measures in accordance with Art. 32 GDPR to ensure an appropriate level of protection.

## **Teamviewer**

When connecting to your system via TeamViewer for support purposes, we may have access to your client data. Our employees are obligated to treat this information confidentially.

Use of TeamViewer only occurs with your explicit consent and is not recorded. No data is stored after the support session.

## **Supplementary Mandatory Information under the GDPR**

You have the right to access, rectify, delete, restrict processing, data portability, and object to the processing of your personal data (Art. 15–21 GDPR). You also have the right to revoke any given consent at any time. Complaints can be directed to the Austrian Data Protection Authority.

The provision of your data is necessary for the conclusion of the contract. Without this data, we cannot provide our services.

## **Use of Google**

This website uses **Google Analytics**, a web analytics service provided by Google Ireland Limited. For data controllers outside the European Economic Area (EEA) or Switzerland, processing is carried out by Google LLC. Both are referred to as „Google.“

**Google Analytics uses cookies** that are stored on your device and enable an analysis of website usage. The information generated by the cookies (including a truncated IP address) is usually transmitted to and stored on a Google server.

On this website, Google Analytics is used exclusively with the „**\_anonymizeIp()**“ extension. This means that your IP address is shortened and anonymized within the EU or EEA. Only in exceptional cases is the full IP address transmitted to a Google server in the USA and shortened there. The IP address is not combined with other Google data. The transfer to the USA is based on standard contractual clauses, but data protection risks may still exist.

Google uses the collected data on behalf of the website operator to evaluate usage, compile reports, and provide other services related to website use (Art. 6(1)(f) GDPR). The legitimate interest lies in optimizing and analyzing the website. Users' interests are protected through pseudonymization.

**Google ensures an adequate level of data protection** based on standard contractual clauses. Data linked with cookies, user IDs, or advertising IDs is automatically deleted after our chosen retention period (default 14 months). Deletion occurs monthly.

#### **Opt-Out Options:**

- Users can disable data collection via Google Analytics through the **cookie settings** of this website.
- Alternatively, processing can be permanently prevented by a **browser plugin**:  
<https://tools.google.com/dlpage/gaoptout>.
- Clicking the following link sets an **opt-out cookie** to prevent future data collection: [Insert Opt-Out Link].

Further information on data usage by Google and settings/opt-out options can be found in the [Google Privacy Policy](#) and at [Google MyAdCenter](#).